

SC CUSTOMER INFORMATION ADVISORY GROUP MEETING SUMMARY

September 27, 2000

Agenda Items

- Status of Previous Action Items (Rice)
- IMSC Status Update (Hughes)
- FY 2001 Operating Plan Discussion (Griffin)
- Flexiplace Discussion (Green)

Previous Action Items

The three action items outlined at the 9/20/00 CIAG (provide IMSC status update, discuss FY 2001 Operating Plan, and schedule a discussion of Flexiplace) were scheduled as agenda items at the 9/27/00 meeting. Please see below for a detailed discussion.

Other Items

Although not on the agenda, Griffin provided the CIAG with an Application Integration and Management (AIM) policy handout. This had been an item Griffin promised to have the CIAG by the end of FY 2000. The proposed AIM policy will be on the agenda for the 10/04/00 CIAG meeting.

IMSC Status Update

Gene Hughes offered an update on IMSC status as a followup to the discussion at the 9/20/00 CIAG meeting. Hughes reported that there are, in total, 20 items, or changes to be made, that have been raised by users. Of these changes, eight have been resolved without having to change the product, and eight should be resolved by the end of the week. There are four items, however, that will require coding changes and retesting which will delay the rollout by about three to four weeks from the original rollout date. Hughes said that he should have a firm date by the end of the week and will report back to the CIAG at the 10/4/00 meeting.

FY 2001 Operating Plan Discussion

Ted Griffin presented the draft FY 2001 Operating Plan to the CIAG. Griffin went over each section of the plan, noting that there are "no surprises" with regard to its content since it is based on the Strategic Plan and budget scenarios previously approved by the CIAG. Griffin described each section of the plan noting some of the highlights.

Griffin explained that the budget was approved for \$8.3 million with potential for an additional \$3.3 million in funds during the second half of the fiscal year. Therefore, the IM Team has planned for tasks based on a budget of \$11.6 million. In order to plan for the potential additional funds, some of the hardware purchases will be postponed until the second half of the fiscal year. This strategy not only allows for planned product rollouts, it will prevent laying off contractor staff which would have been inevitable with a planned budget of 8.3 million.

Griffin also discussed the integrated schedule. CIAG members wanted to know whether the IM Team had considered “lessons learned” when developing the Operating Plan so that future rollouts of IMSC and other products would not be delayed. Griffin explained that the fifteen-step process used by the IM Team to develop and rollout a product should be helpful. He promised to provide a copy to the Group. Dick Yockman noted that the biggest lesson had to do with the impact of change. He explained that this is a new process where the final beta is rolled out as a finished product, with any additional needed changes to be incorporated in future versions. This different approach requires some adjustment on the part of the IM Team and SC users, including improved communication at all stages of the process to ensure that problems are caught early on. In response to a question, Gene Hughes noted that the integrated schedule included in the Operating Plan is a baseline that will be adjusted as necessary.

Griffin further reported that he has been briefing IM Board members, one-on-one, on the FY 2001 Operating Plan over the past week. He will present the FY 2001 Operating Plan to the IM Board for approval at the 9/28/00 IM Board meeting.

Flexiplace Discussion

Robbie Green provided the CIAG with an overview of Flexiplace and how it will operate. Green showed the CIAG a “box” about the size of a phonebook that the Flexiplace user will receive. Green said that the user will be provided with a 12" x 2" x 9" connection box with no local storage capability. Using this terminal, users will be able to access the SC LAN. They will also receive a flat screen monitor, keyboard, mouse and a deskjet printer. It will be much like dialing up for “remote access”, Green explained. One member asked whether there is support at SC HQ to install the terminal. Green explained that Flexiplace users will be given a choice whether they want to install the terminal themselves. If not, Green said, SCSC will support installation. Green also explained that SCSC will provide full support if repairs become necessary.

Another question was raised regarding whether users could receive and make calls when working from home. Green explained that one must have a second telephone line, but that SCSC will loan cell phones to individuals on their “flex” day so that they can receive and make calls from home.

Green concluded the discussion with potential solutions for the future. Right now, users can only connect to the network from home at a 56k speed. Hopefully, as technology improves, Flexiplace users will be able to connect from home at a greater speed.

Action Items

- Send the “fifteen step” process to CIAG members. (Griffin)
- Send the final FY 2001 Operating Plan to CIAG members when complete (Griffin)
- Review proposed AIM policies for discussion at next CIAG meeting. (CIAG Members)

Proposed 10/04/00 Meeting Agenda

- IMSC Status Update (Hughes)
- AIM Policy Discussion (Griffin/Centeno)

Meeting Attendees

Name		Organization	Contact Information
Greg	Dilworth – Alt Chair	SC-17	3-2873
Pat	Rice – Exec. Sec	SC-621	3-4556
Peggy	Burris	SC-4	6-7265
Brian	O'Donnell	SC-5	6-7399
Cathy	Hanlin	SC-23	3-1965
Jane	Hiegel	SC-30	3-5800
Dean	Oyler	SC-22	3-6394
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	SC-50 (ESMT)	3-4941
Steve	Eckstrand	SC-55	6-5428
Marvin	Stodolsky	SC-72	3-4475
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Robbie	Green	SC-621	3-6578
Gene	Hughes	SC-621	3-5409
Lynott	Michael	SC-621	3-7643
Joanna	Martin	SC-621	3-5730
Paul	Arveson	SC-621	3-1873
Ted	Griffin	SC-621	3-4602
Kirk	Harrison	SC-621	3-1888
Sue	Farrand	SC-621	3-1884
Kathi	Centeno	SC-621	3-5472
Tom	Lombardo	SC-621	3-1312
Dick	Yockman	SC-621	3-3394